

# HIND OULDELKARDA

FRONT OFFICE MANAGER



## Phone

+971 56 874 6257

## Email

houldelkarda785@gmail.com

## Citizenship

Moroccan

## Personal Information

**Date of Birth** : 04/09/1987  
**Gender** : Female  
**Address** : Abu Dhabi, United Arab Emirates  
**Marital status** : Single  
**Computer Skills** : Excellent  
**Driving license** : UAE Driving License

## Education

**University Degree** : B.Sc. in Hospitality Management  
**University** : American University - Cyprus  
**Graduation year** : 2013  
**Grade** : Very Good  
**Languages** : Arabic: Mother Tongue  
: English (Read, Write & speak): Fluent  
: French (Read, Write & speak): Fluent

## Certifications

- Diploma in Private Law from Hassan II University
- Certified Butler Training from Heilbron Hospitality Institute in 2016
- Fire & Safety at Emirates Palace, Abu Dhabi.
- Certificate of Cross Training in Reservations Department, April 2015 at Emirates Palace
- Certificate of Managing colleagues performance training
- Leaders Lounge program
- Think Blue Ocean program

## Professional Summary

**Total years of experience:** 8 Years

**January 2020 to current** **Front of the House Manager (Promoted) Bab Al Qasr Hotel & Residence . 677 Hotel Units.**

## Essential Functions:



- Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
- Develops specific goals and plans to prioritize, organize, and accomplish your work.
- Handles complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Supervises staffing levels to ensure that guest service, operational needs and financial objectives are met.
- Ensures that regular on-going communication is happening with employees to create awareness of business objectives and communicate expectations, recognizes performance, and produces desired results

- Responds to and handles guest problems and complaints.
- Sets a positive example for guest relations.
- Empowers employees to provide excellent customer service.
- Observes service behaviors of employees and provides feedback to individuals.
- Interacts with customers to obtain feedback on quality of product, service levels and overall satisfaction.
- Ensures employees understand customer service expectations and parameters.
- Interacts with guests to obtain feedback on product quality and service levels

**November 2018 – December 2019 Assistant Front Office Manager at Bab Al Qasr Hotel & Residence**

**Essential Functions:**

- Ensuring a consistently high standard of customer service is delivered by all FO Team Members.
- Ensuring that all guest complaints are dealt with promptly and followed-up.
- Ensuring the entire Front Desk teamwork with a sales focused attitude and are aware of sales opportunities within the hotel which will assist with the maximizations of revenue.
- Delivering loyalty program benefits and promoting enrollment of My Millennium.
- Ensuring Technical & behavioral skills training is conducted for reception team members.
- Ensuring communication between front desk and all other areas of the hotel is professional, efficient.
- Representing the Front Office Manager in all meetings and gathering when needed.

Joined Bab Al Qasr by Millenium as Assistant Club Lounge Manager on August 2016 as pre- opening team. Promoted by the hotel management after a year as Guest Service Manager / Duty Manager in November 2017 as a reward to my dedication and excellent service.

**Achievement: 3 promotions within the time frame of 4 years, proved my abilities and shine as an asset to the hotel.**

**Butler Supervisor (Promoted) at Emirates Palace by Kempinski. 394 Hotel Units**

**Essential Functions:**

Providing high level of personalized services to the guest staying in suite rooms.  
Responsible for the smooth and effective service of the butler team.  
Conducting daily briefings with the entire butler team.

- Preparing butler schedule and assigning duties and stations according to the requirement.
- Monitoring the cost of food and beverage amenities offered in the suite.
- To inspect the butler's pantry and related work areas on daily basis
- To check all the VIP rooms before arrival and in between the stay to maintain a zero-complaint environment
- To make sure the guest profile and preferences are updated on daily basis by the respective butler.
- Responsible for Achieving & increasing profit target set by the management through proper planning and cost control techniques.
- To monitor the performance of individual butler and to make their appraisal at the end of their contract.

**Butler at Emirates Palace by Kempinski. 394 Hotel Units**

**Receptionist Trainee at Hilton – Cyprus**

: Reference will be provided upon request

**References**

I do hereby certify that the above-mentioned particulars are true & correct to the best of my knowledge

**HIND OULDELKARDA**

